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PATENTS  
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**McIlwaine et al.** ) Examiner: **Benny Quoc Tieu**  
)  
Serial No.: **10/785,543** ) Art Unit: **2642**  
)  
Filed: **February 24, 2004** )  
)  
For: **Method and System for Delivery** )  
**of Individualized Training to** )  
**Call Center Agents** )

**INFORMATION DISCLOSURE STATEMENT**


Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

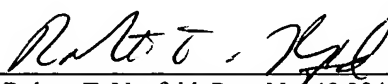
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Respectfully submitted,

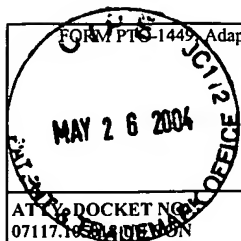
  
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K&S Docket: 07117.105018 US CON  
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on May 24, 2004.

  
Robert T. Neufeld, Reg. No. 48,394

FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*ATTORNEY DOCKET NO.  
07117.1000SERIAL NO.  
10/785,543FILING DATE  
February 24, 2004APPLICANT  
McIlwaine et al.GROUP  
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.		
	AO						

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AP	
	AQ	

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.